

Wilder Research Center

May 1999

St. Paul Public Housing
Program Evaluation:
Community Safety and
Residents' Satisfaction¹



¹ A report for St. Paul Public Housing Drug Elimination Program funded through U.S. Department of Housing and Urban Development.

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**ST. PAUL PUBLIC HOUSING:
PROGRAM EFFECTIVENESS AND
RESIDENTS' SAFETY AND SATISFACTION**

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EXECUTIVE SUMMARY

The 1998 evaluation of the St. Paul PHA's Public Housing Drug Elimination Program (PHDEP) shows that a high percentage of residents feel safe in their communities.

Two approaches were used in the evaluation:

1. The Wilder Research Center worked directly with the PHA and the three primary DEP partners to identify methods for evaluating funded programs: A Community Outreach Policing Program (ACOP), Boys & Girls Club, and McDonough Parks and Recreation Teen Council.
2. The general effectiveness of the DEP programs was measured, including residents perceptions of their communities as safe and positive places for their families. Resident feedback was received through a family housing development interview conducted with a representative sampling of family residents, and a mailed hi-rise survey completed by a sample of hi-rise residents.

INDIVIDUAL PROGRAM HIGHLIGHTS

A Community Outreach Program (ACOP)

Based on a survey of 406 family housing development residents conducted by the Wilder Research Center, residents report that:

- over four-fifths (88%) of those surveyed are very satisfied or satisfied with how police needs are met in the neighborhood,
- nearly three-quarters of residents surveyed (71%) know about ACOP officers and nearly one-quarter (24%) have had an ACOP officer follow-up with them to provide information or to check with the resident, and
- nearly one-quarter (22%) of those surveyed know that ACOP has social workers on staff.

Based on a survey regarding the effectiveness of the ACOP Liaison officers and the partnerships between ACOP and the PHA Site Managers, the 21 Site Managers throughout PHA sites reported that:

- the ACOP Liaison and other officers are very reliable in responding to pages, very helpful during joint information-sharing sessions, and very effective when responding to problem situations at PHA sites, and
- the overall regularity and reliability of the Liaison officer contact with the Site Manager and the officer's attendance at meetings could be improved in order to achieve the highest ratings from all Site Managers.

Boys and Girls Club of Saint Paul

Based on the organization's strategic plan that includes the ongoing measurement of performance targets across each of the Boys and Girls Club program areas, staff collected and reported data from the first three quarters of the program year which note that:

- 174 youth² involved in the Leadership Development programs exemplified leadership qualities defined by criteria set by the Boys and Girls Club staff,
- an average of 88 percent of the youth identified as gang prevention candidates maintained active status in the Club,
- an average of 95 percent of the members in the gang prevention program did not join a gang as indicated by behavioral and staff assessment measures,
- 117 members in the Second Step and Talking with T.J. program demonstrated an understanding about appropriate behavior to resolve conflicts in a non-violent manner, and
- an average of over one-half (54%) of all youth who participated in Boys and Girls Club activities on three days designated as 'spot checks' in 1998 reported that they are public housing residents.

McDonough Parks and Recreation Teen Council

A Wilder Research Center survey and discussion with 20 Teen Council members regarding areas of social relationships, social responsibility, and satisfaction with Teen Council found that:

- youth report a positive attitude about their membership in Teen Council and their resulting involvement with the community through community service,
- youth rate themselves as successful at resolving conflicts, resisting negative peer pressure, and maintaining positive relationships with adults,
- youth rate themselves relatively lower in their likelihood to talk to others in Teen Council about tough situations, and
- eighty percent of youth members report that Teen Council has made a difference in their lives.

² Individual youth are counted based on their participation during each quarter so that total figures may represent some youth being counted more than once.

RESIDENT PERSPECTIVES

Hi-Rise Residents' Perspectives

As an indicator of the effectiveness of overall program efforts, residents' perspectives on community safety and on various aspects of program strategies (e.g., awareness of, usage of, value of) were sought. Based on a self-administered survey of 912 hi-rise residents regarding safety, awareness of strategies, and perceptions of problems in the hi-rises, residents reported that:

- over three-quarters (76%) of residents rate their hi-rise safety as excellent or good,
- 86% are very or somewhat satisfied with police service in the hi-rise,
- few respondents identify problems with illegal activities in their buildings, with more residents reporting safety concerns regarding the surrounding neighborhoods than the buildings themselves,
- just over half of the residents are aware of efforts by law enforcement to regularly visit hi-rise buildings.

Family Housing Development Residents' Perspectives

Based on a survey of 406 family housing development residents conducted by the Wilder Research Center, residents reported that:

- over four-fifths (86%) of residents surveyed are satisfied with PHA as a place to raise children and 83 percent are satisfied with their family's safety at their PHA site,
- nearly all (95%) respondents report that they get along very well or well with their neighbor, and
- over one-quarter of respondents don't have enough information with which to rate satisfaction with DEP and related programs' impact on youth behavior. However, respondents clearly notice the youth in the community. A substantial percentage in each site believe that they have noticed changes in youth behavior, both positive and negative. Future efforts to get more resident input could include surveying a representative sample of youth in order to determine if a link can be established between positive behaviors and program involvement,

Future Directions

In addition to the overall positive reports summarized above, residents' suggestions for new strategies and improvements in public housing communities were sought. Community members suggestions for improvements, especially related to drug and gang reduction efforts, reflect a tendency to turn to formal service or government solutions from PHA and the police. For some, suggestions are lacking altogether, with some residents reporting that nothing else can be done to combat drugs and gangs. Continuing efforts within Drug Elimination and Prevention programs to engage and partner with community members to problem solve around these areas could increase their sense of ownership of the community.

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I. PUBLIC HOUSING AUTHORITY DRUG ELIMINATION/ PREVENTION PLAN AND EVALUATION INTRODUCTION

As stated in the 1998 application to the U.S. Department of Housing and Urban Development (HUD), the initial Public Housing Drug Elimination Program (PHDEP) was funded by HUD in 1990. The original strategies were designed with the Saint Paul Police Department (SPPD) "to develop a community policing program that would address the needs of residents of family public housing developments." A Community Outreach Program (ACOP) was designed and implemented in the PHA communities. In an effort to augment the community policing program to meet the needs of youth and parents, PHA partnered with community-based programs to insure access to youth and parenting groups for housing development residents.

The purposes of the evaluation for 1998 are twofold: 1) to work with the programs providing drug elimination and prevention services to agree upon and determine intermediate indicators of effectiveness and 2) to determine the impact of the drug elimination and prevention efforts in family housing developments and hi-rise communities by obtaining resident feedback and reports regarding the impact of efforts. These two approaches will comprise the overall evaluation of individual program efforts, as well as the impact these combined program efforts are having from the perspective of residents.

A. Evaluation of program effectiveness of PHA's four contract agencies.

Goal: To review and propose measurements of program effectiveness of PHA's four contract agencies and to assist with implementation of the measures.

The first focus of the 1998 evaluation was to partner with ACOP, Boys and Girls Club, and Parks and Recreation staff to develop new or to review ongoing measures of effectiveness within each of the programs. The methods for partnering to evaluate the individual programs included interviews of staff, observations of programming, and review of data collection efforts already underway. Recommendations and proposed measurements were reviewed with PHA's DEP Work Group, and technical assistance was provided to programs during their implementation process. This approach relied upon program staff and the PHA DEP Work Group involvement in the design of the evaluation and implementation of new or existing measures.

A fourth partner, the Wilder Southeast Asian Social Adjustment program, implemented its DEP-funded strategies in 1998-1999 with the Living in America program. The activities include parent groups, summer activities, and stipends for parents and parent/mentors who facilitate the groups with the purpose of involving families who are at risk for eviction from PHA due to a child's behavior problems at PHA. The existing evaluation method used across Wilder Southeast Social Adjustment programs was used to evaluate Living in America families satisfaction levels and those data are reported directly to PHA.

Three main considerations guided the evaluation approach for measuring individual programs' effectiveness with an individualized approach for the three programs evaluated in 1998: ACOP, McDonough Teen Council, and Boys & Girls Club.

First, the programs are in various stages of implementation of their DEP strategies and in evaluation of these strategies. While some of the partners had effectiveness measures in place, others are seeking technical assistance in establishing plans, logic models, and measures of expected outcomes. Secondly, the strategies themselves are quite varied with a need for a more tailored approach to evaluation. Finally, the strategies are all embedded in the community, yet target very different groups within that community. These target populations range from teens to seniors to PHA staff, which called for methods best suited to engaging that portion of the community in the evaluation effort.

Overall, the method for evaluating program effectiveness is intended to promote improved evaluation of ongoing DEP strategies by working with the appropriate staff to meet the needs and build capacity for evaluation during the 1998 program year.

B. Combined program effectiveness of PHA's four contract agencies.

Goal: To evaluate combined program effectiveness of DEP strategies based on resident perspectives.

The second, and related, focus of the 1998 PHA DEP evaluation was to design and administer a Family Survey in the four family housing developments (FHD). The Family Survey included on-site and phone interviews with 400 family/community members who currently live in the family housing developments. Longer term indicators of drug elimination and prevention were assessed, based on input from the PHA DEP Work Group, for inclusion in the Family Survey. For example, past surveys have measured general levels of fear, perceptions of safety, and the occurrence of crime among residents. In addition to these, the 1998 Family Survey included longer term indicators of effectiveness related to the ACOP presence in the public housing communities, for example.

Another indicator of the combined program effectiveness was hi-rise residents' perceptions of their community and building through a Hi-Rise Survey³. A self-administered, mailed survey of 912 hi-rise residents gathered information regarding impact of and awareness of partnerships with law enforcement, and their opinions/experiences with crime-related activity and prevention efforts.

The primary consideration in assessing the impact of combined DEP strategies through residents' perspectives was to determine whether or not these strategies are reaching the community as a whole, given that three of these strategies (ACOP, Boys & Girls Club, McDonough Teen Council) are intended to benefit all who live in the family housing developments.

³ The scope of the hi-rise resident survey was limited to the impact of ACOP and community volunteer efforts of Storefront and Door Watch, as these are the primary strategies to decrease illegal drug use/sales and gang-related activities in the hi-rise buildings.

II. INDIVIDUAL PROGRAM EFFECTIVENESS

A. COMMUNITY OUTREACH PROGRAM (ACOP)

St. Paul Police Department's ACOP works with PHA Site Management staff to reduce and prevent drug-related and other illegal activities in and around the family housing development sites and hi-rise buildings. Strategies include "walk-throughs" in and around sites and buildings, officer and staff teaming to prevent illegal activities, routine meetings with management staff, participation in Resident Council and other meetings with residents, provisions of information on safety, and assisting management in the implementation of trespass orders from PHA. The formation of the Liaison Officers is an effort to increase partnering and problem-solving by forming teams with public housing site managers. In 1997, the Liaison Officers were expanded to include the hi-rise sites and the PHA Site Management staff at those sites.

Based on input from ACOP personnel regarding a current need to evaluate the impact of the Liaison Officers for continuing program improvement, Wilder Research Center (WRC) worked with ACOP and PHA staff to develop a measure of the effectiveness of this strategy. During implementation of the Liaison Officers, PHA site managers are key informants as they are most involved in teaming with the officers. Therefore, the measure was designed as a survey of all PHA Site Management staff. Results will be used to highlight successes and areas for improvement in the early stages of this ACOP strategy.

The goals of this evaluation are to gather input from PHA Site Managers regarding:

- the level of accessibility, reliability, attendance, and involvement of ACOP/Liaison officers, and
- the effectiveness of the partnership between ACOP and PHA Site Management staff in sharing information.

Methods

The self-administered site manager survey was designed by WRC, with direct input from ACOP and PHA members of the DEP Work Group. The survey is composed of eight questions about the level of accessibility, reliability, attendance, and involvement of ACOP/Liaison officers. In addition, two open-ended questions are included to gather site managers' suggestions regarding possible improvement towards increasing ACOP effectiveness and observations of positive changes since the Liaison Teams have been in place at all PHA sites.

Self-administered surveys were distributed to PHA Site Management staff. A total of 21 surveys were completed; 19 of the 21 surveys were returned in a self-addressed, stamped envelope, while 2 of the 21 surveys were completed over the phone with site management staff.

Results

Each item is presented in the following table, showing the percent and number of site managers responding to the item with "very," "somewhat," "a little," or "not at all."

Table 1. Site Managers Survey Responses

Question	Very		Somewhat		A Little		Not at All	
	# of Responses	%	# of Responses	%	# of Responses	%	# of Responses	%
1. To what extent is the ACOP supervisor or Sergeant in Charge accessible to you when you need him or her?	16	80%	4	20%	-	-	-	-
2. How effective are officers when they respond to problem situations at the sites?	21	100%	-	-	-	-	-	-
3. How reliable are the ACOP officers at responding to your pages for assistance within the same business day?	19	95%	1	5%	-	-	-	-
4. How reliable are the ACOP officers at visiting or contacting a site manager at agreed upon times?	16	80%	3	5%	1	5%	-	-
5. How regular and reliable is your contact with your assigned Liaison or Hi-Rise officer?	10	55%	6	33%	2	11%	-	-
6. To what extent is the Liaison or Hi-Rise officer's attendance at meetings (Resident Council, Individual meetings, monthly caretaker meetings) regular?	7	35%	11	55%	2	10%	-	-
7. How helpful are the joint information-sharing sessions between ACOP and PHA Site Management staff?	20	100%	-	-	-	-	-	-
8. How involved are ACOP officers or Liaison officers in problem solving with you about situations that arise (or could arise) at the site?	15	71%	6	29%	-	-	-	-

* All site managers were surveyed. Some items have missing responses.

There are three top areas of ACOP officers' performance that are rated as very reliable, helpful, and effective by the site managers. All 21 of the site managers report that ACOP/Liaison officers are "very" effective in responding to problem situations, and 20 of the site managers report that the joint information sessions between ACOP and PHA Site Management staff are "very" helpful. Nearly all of the Site Managers (19 individuals) report that officers are "very" reliable in responding to their pages for assistance in the same business day. For example, in the open-ended comments one site manager commented that "I believe that the ACOP program is running very smoothly. ACOP/Liaison officers are very accessible and easy to deal with..." (Appendix D).

Other areas are also rated very positively by Site Managers. Most Site Managers report that the Sergeant in Charge is either "very" (16 individuals) or "somewhat" (4 individuals) accessible to them when needed. All Site Managers report that ACOP officers are "very" (15 individuals) or "somewhat" (6 individuals) involved in problem solving about situations that arise on the sites. In addition, 16 Site Managers report that ACOP officers are "very" reliable at contacting managers at agreed upon times, 3 Site Managers rated them as "somewhat" reliable at this, and 1 Site Manager rated them as "a little" reliable.

Site Managers were asked to rate how regular and reliable contact is overall with the assigned ACOP officers, and to rate the regularity of the Liaison Officers' attendance at meetings. Most Site Managers rated these two areas as "very" or "somewhat" regular, with 2 Site Managers rating contact with assigned officers as "a little" regular and reliable, and 2 Site Managers rating officers' attendance at meetings as "a little" reliable.

Appendix D contains written comments and ideas from the Site Managers about ACOP. Several ideas are offered, with several suggestions related to how to maximize the role and presence of the ACOP staff. Site Managers were also asked to describe positive differences that have occurred since the addition of the Liaison Teams. Twenty Site Managers cite positive observations since this addition (Appendix D). For example, one observation is "a liaison officer started DoorWatch...traffic has slowed considerably...great team!"

Summary

The ACOP program sought input from the PHA Site Managers regarding the regularity, reliability, and accessibility of officers and the effectiveness of the partnership between the two staff groups. Eight indicators were selected to measure performance and effectiveness of the Liaison Teams. Site Managers gave positive ratings to ACOP efforts, with comments that provide suggestions for continued improvement.

B. BOYS AND GIRLS CLUB OF ST. PAUL

The Boys and Girls Club of St. Paul helps young people to improve their lives by helping them to build self-esteem, develop values, and learn new skills during critical periods of growth. The Club's special focus is on children from disadvantaged circumstances, ages 6 – 18. The seven core program areas within the Club are personal and educational development, prevention programs, citizen and leadership development, cultural enrichment, health and physical fitness, social recreation, and outdoor and environmental education.

Boys and Girls Club is funded through DEP to provide access to drug education/prevention, self-esteem building, and drug awareness for public housing youth. In addition, programs are funded to provide positive alternatives to drug use, and intervention and treatment. SMART Moves, Talking with TJ, Second Step Conflict Resolution, Keystone Club, and Gang Prevention programs are specifically funded through DEP.

Methods

The Wilder Research Center staff met with Boys & Girls Club staff to review the programs, sites, and 1998-1999 strategic plan for Boys & Girls Club programs. The strategic plan performance targets that include DEP-funded strategies were included as part of the evaluation of the individual program effectiveness of Boys & Girls Club DEP efforts.

This approach incorporates outcomes and methods of measurement that are administered within the program by program staff. The information collected by program staff was provided to the evaluator to include, review, and to make recommendations for ongoing evaluation efforts.

In addition, PHA staff and Boys & Girls Club staff teamed to design a measure of the level of PHA youth involvement in all Boys & Girls Club programs. Staff collected information directly from youth by conducting "spot checks" on a regular basis as an indicator for PHA youth enrollment and participation at each of the three Boys & Girls Club sites: the East Side Club, the West Side Club, and the Mount Airy Club.

Results

Boys and Girls Club developed a strategic plan that incorporates performance targets for each programming area. Data related to these performance targets were collected and tabulated by the program staff and are reported to PHA. The performance targets that directly involve the DEP-funded programs are reported here for the purpose of documenting the program's measure of effectiveness in the following areas:

- **Youth involved in the Leadership Development programs will exemplify leadership qualities.** This is measured by achievement in one or more of the following areas: Youth of the Year, Youth of the Month, Keystone, Torch Club, and Jr. Leaders, MN Mutual Mentoring Program, Attainment of an officer position in a leadership club, volunteer service, acting as a role model through club behavior. "Achievement" is defined separately for each of these leadership programs and involves demonstration of a pre-determined level of involvement in leadership roles at the Clubs.

The goal set by Boys and Girls Club staff of 48 youth achieving these levels was exceeded. Within three quarters, 174 youth achieved the criteria for leadership qualities.

- **Gang Prevention members chosen because they are considered at risk of gang involvement, and who continue to reside in the service area of the club, will be active members.** This performance target is measured by participation rates for program activities, including SMART Moves.

Eighty-eight percent of the youth identified as gang prevention candidates (on average) maintained active status in the first three quarters, exceeding the goal set at 75 percent.

- **Members active in the gang prevention program will not have joined a gang by the end of the year.** This performance target is measured by lack of participation in criminal activities, chronic negative behavior in school or at the club, inability of family to control behavior, and withdrawal from community participation. These areas are primarily assessed through staff observation, except for the method for tracking the absence of criminal activity participation, which is based on SPPD juvenile unit checks of the Boys and Girls Club gang prevention roster.

Ninety-five percent of the youth (on average) met the criteria for not joining a gang during the first three quarters, exceeding the goal set at 90 percent.

- **Members who participate in Second Step and Talking with T.J. programs will demonstrate an understanding about appropriate behavior to resolve conflicts in a non-violent manner.** This performance target is measured through pre and post test, role play behaviors, staff assessment, decreased behavioral problems in the club, and successful completion of the program. The performance target is that 150 members will meet these criteria across the three club sites over the course of the year.

In the first three quarters, 117 members met the above criteria.

All of the above performance targets are tallied on a quarterly basis across the three club sites and may represent duplicate counts of individual youth across quarters as members may be counted as having met the criteria in more than one quarter if they continue involvement in the program area.

In 1998, spot checks were conducted by Boys and Girls Club staff to determine the actual number of PHA resident youth active during a given day in the programs. October 31st was selected as a sample attendance day for measuring PHA youth participation levels. The Eastside Club counted 150 PHA members out of 387 youth (39% PHA youth) participating on October 31, Mount Airy counted 159 PHA members out of 184 youth (86% PHA youth), and West Side counted 33 PHA members out of 144 youth (23% PHA youth) on the same day. In total, the three sites counted 342 PHA members, or 56 percent out of 615 youth attending on October 31. Similar spot checks were conducted at each of the Boys & Girls Clubs in November and December 1998 with an overall 52 percent and 55 percent of all youth in attendance reporting that they live in PHA sites.

Summary

Based on Boys & Girls Club strategic plan goals and methods, the performance targets were met or exceeded in 1998.

The sample attendance day indicates that the level of PHA youth participation was 56 percent of the total youth involvement that particular day. The average ongoing level of PHA youth participation can be established as more sample attendance totals are gathered by Boys & Girls Club staff. This recent strategy to sample attendance will aid staff in assessing the level of impact programs have with PHA youth and in establishing strategies for outreach, if necessary.

C. ST. PAUL PARKS AND RECREATION – McDONOUGH TEEN COUNCIL

St. Paul Parks and Recreation McDonough Recreation Center youth programs are funded through DEP. With consultation with the Wilder Research Center, Parks and Recreation staff initiated evaluation of the youth programs at McDonough beginning with the Teen Council—a leadership group for teens who come to the McDonough Recreation Center.

In 1991, Teen Council began as an “all Asian” group for youth living in the McDonough family housing development site area. Since then, it has expanded to include youth from diverse groups. Members participate in community service and social activities. Participants include both girls and boys who are between 13 to 18 years of age.

Teen Council strives to build healthy relationships and encourages leadership in youth living in McDonough, while also allowing participants to have fun. Leadership skills are taught either through direct participation on an executive board or by being a role model to other kids in the program. Teen Council develops a sense of community both internally and externally. Internally, youth are taught how to get along and respect each other. Externally, participants are involved in volunteer services that connect them to their neighborhood. Community projects have included an Asian gardening project, fall and spring environmental clean-up, and a clothes drive. In addition, members also volunteer in MELD, by providing volunteer child-care services for residents of McDonough. Participants are rewarded with time to enjoy themselves through Teen Council sponsored field trips as well as special utilization of the recreational facilities for athletic activities on Friday. Time is reserved during these activities for discussion among Teen Council members and staff about specific issues or personal problems.

Wilder Research Center staff worked with the Teen Council staff to determine intermediate outcomes and indicators of the effectiveness of Teen Council in the lives of participating teens. Social responsibility and social relationship skills demonstrated during participation with Teen Council activities were selected as intermediate outcomes for the program.

Methods

The goal of the current evaluation effort is to measure levels of demonstrated social responsibility and social relationship skills with Teen Council youth. During an initial meeting with the staff, it was determined that both written and verbal methods for gathering input from teen participating would be beneficial. Therefore, a self-administered youth survey (“How I Feel About Myself”) was designed. “How I Feel About Myself” was completed by Teen Council participants. The youth survey was adopted from existing youth surveys, but modified slightly for cultural competency. Cultural competency was maintained by eliminating colloquial phrases and linguistically complex sentence structures, keeping in mind that English may not be the primary language spoken at home by all participants. Both the youth survey and the staff assessment forms were designed to assess the youth’s level of social responsibility and relationship with others.

A focus group session with teens was held to seek verbal input about the program.

The goal of the focus group was to gather specific details from participants about Teen Council and the staff. Focus group questions were designed to obtain a picture of youth knowledge of and expectations for the program, what participants like and dislike about the program, how members view the staff, and what aspects of Teen Council youth would like to see changed (see Appendix D).

Thirty-three current Teen Council members, all of whom live in public housing, were invited by staff to attend a focus group session and to complete the youth survey. The group that agreed to participate included 20 young women and young men, with ages ranging from 13 to 18 years. Ethnic groups represented include African American, Caucasian, and Hmong. Parental consent for youth inclusion in this project was obtained by sending a letter to all parents and asking those who did not want to provide consent to write or phone the Wilder Research Center staff.

WRC staff met with Teen Council members and staff at McDonough Recreational Center for the focus group. Youth surveys were distributed to Teen Council members after the focus group. All members preferred to read and complete the survey on their own. Statements of purpose and confidentiality were shared with the group. Surveys were returned to WRC staff after completion.

Results

Focus Group Responses

On December 11, 1998, WRC staff met with Teen Council members. Twenty-five of the thirty-three Teen Council members were present. The following is a summary of the questions and discussion.

Introductions and Reasons Why You Joined Teen Council.

Reasons given: (1) Parent or guardian wanted youth to join, (2) friends joined, or (3) wanted to help others in order to make a difference in the community. The younger and newer kids (3 months) tended to cite first or second reasons for joining, while the older and longer involved kids (more than 1 year) were more inclined to cite the last reason for joining.

What is Teen Council?

A few members explained Teen Council as “a place for only teenagers,” where they “don’t have to act all grown up.” For some, Teen Council is both a fun place to “hang” with their friends or “homies,” and a safe place to play without the threat of neighborhood bullies. Others said Teen Council is a place that makes them feel more like a community.

What Do You Like About Teen Council? (PROBES: What About the Volunteer Projects? How Do You Feel About Those? Any Examples? What About “After Volunteer Activities”? Any Examples?)

Participants said they enjoyed being a part of teen council because it is “fun.” Teen Council activities include field trips, learning about everybody, and working in teams with people. Most participants liked the field trips, as well as being able to stay at the gym during its extended Friday hours, which is reserved “for Teen Council members only.” Field trips members have participated in include a trip to Underwater World, horseback riding, and camping. Youth said gym nights are great because they can have fun while playing basketball or other sports without the worry of other kids bothering them.

In addition to field trips and sports, participants also mentioned that they like helping others who need their help because they enjoy the satisfaction of helping and getting credit for doing good things such as by baby-sitting, selling stuff or helping out with special events (i.e., Christmas party). Many of the members liked having little kids look up to them, because they are able to “show the younger ones that they really care about the younger kids.” Members said the opportunity to help others brings out their “best personality.”

Other Teen Council members said they like Teen Council because it “helps them become a better person” by learning about each other and consequences. They added that working as a team makes them feel “like teenagers.”

What Do You Dislike About Teen Council?

A few of the members said that one of the drawbacks of Teen Council is that sometimes youth don’t have games to play, and so “don’t have anything to do.” One said casually that “sometimes [Teen Council] is fun; sometimes [Teen Council] is boring.” In addition, some mentioned that they do not like the fact that the computer room is not available for use on Friday. Other members mentioned that they do not like how some people in the group disrespect each other, saying sometimes participants would want to play a sport together, but attitudes flare and clash, and they end up unable to play together. Another aspect of Teen Council which is not viewed as favorable to some members, especially the younger members, is the presence of too many enforced rules at the Recreational Center.

What Do You Think About the Teen Council Staff?

In general, participants said that they feel the staff are “fun, cool, and nice.” Participants expressed appreciation for staff who took time to sit down and talk to them. The majority of the participants feel comfortable communicating with staff, perceiving staff as “dependable” and approachable. Many said they are able to “bond” with staff when they talk with each other. A handful also said that staff have been a significant factor in helping them with their problems.

Has Teen Council Made a Difference in Your Life? (PROBE: Since Being In Teen Council, How Has Your Life Changed?)

A number of participants responded by saying that Teen Council has not made a difference in their lives, but more so in their "attitude." One youth said that he was able to stay out of trouble. Another member agreed and added that without Teen Council he might still be out in the streets car jacking. He said that if it weren't for Teen Council he wouldn't have survived to be the person he is today. Many others said that Teen Council changed their perspective on community, saying that when you are involved, it is not just a place where you live. It becomes something more because then you "see how you can better help the community." Overall, Teen Council has made a difference for the majority in one way or another.

Do You Like Having the Chance to Talk About Personal Problems or About Life After Activities? How Does This Help or Not Help You?

Participants explained that this is their free time to talk about things, mainly about how the trip was, about their behavior, and rules and regulations. Other than this, members did not mention specific topics discussed or whether having this time to discuss is beneficial to them.

If You Could Change Anything About Teen Council, What Would it Be?

Many of the younger kids said they wanted to change the rules; to have less or no rules at all. However, a few of the older members interjected and said "if [Teen Council] didn't have rules, then there's no respect. We have to sign something saying that we'll respect one another. If we don't sign that then we won't respect one another as we do now. Therefore, it's better to have rules than not have rules." Others said they wanted more time to play in the gym, as well as permission to play in the computer room on Friday. Some said they wanted more space for Teen Council. A few members wanted to be able to "do their own thing."

Youth Surveys

Each item is presented in the following table with the percentage of Teen Council members answering "YES," "yes," "no," or "NO." "YES" and "NO" are the responses for strongest agreement or disagreement with "yes" and "no" meaning agreement or disagreement at a lower level. These responses are used to give youth more choices in responding with agreement or disagreement to the item.

QUESTION	Percent Reporting			
	“YES”	“yes”	“no”	“NO”
	(N=20)			
1. I help out by talking or doing something when I am in Teen Council meetings.	25%	65%	5%	5%
2. I work well with a group of other youth when we’re working to accomplish something together.	58%	42%	0%	0%
3. I am proud of what I am doing in Teen Council.	65%	25%	5%	5%
4. I think about how what I say and do affects other people and the world around me.	16%	68%	11%	5%
5. I am proud of my schoolwork.	55%	35%	5%	5%
6. I believe it is important for me to help others and contribute in my community.	55%	40%	5%	0%
7. It is pretty easy for me to make new friends.	40%	55%	5%	0%
8. I know people I can talk to about how I am feeling.	45%	40%	5%	10%
9. It’s pretty easy for me to imagine how other people feel. For example, if something good happens to someone, I can imagine how happy they might be.	30%	55%	15%	0%
10. I can stay away from things that could get me into trouble, even when people my own age are trying to get me involved.	70%	25%	0%	5%
11. My relationships with my family and friends are very important to me.	80%	15%	0%	5%
12. I get along with other people in the program.	35%	45%	5%	15%
13. I can talk about difficult or tough situations in my life with others in Teen Council.	25%	45%	10%	20%
14. Teen Council is important to me.	45%	35%	20%	0%
15. Teen Council has made a difference in my life.	50%	30%	20%	0%

Six of the items are designed to assess social responsibility characteristics. All of the members (100%) reported that they work well with other members to accomplish something. In addition, nearly all of the respondents report that they believe it is important to help others and contribute to their community (95%), that they are proud of what they’re doing in Teen Council (90%) and of their school work (90%), and that they help by talking or doing something in Teen Council meetings (90%).

Seven of the items assess social relationship skills, nearly all of the respondents reported that it is easy for them to make new friends (95%), to stay away from things that lead them to trouble even when there is peer pressure (95%), and to value their relationships with family and friends

(95%). A lower percentage (70%) of the respondents reported that they are not able to talk about tough situations with others in Teen Council.

Teens were asked to rate their level of agreement with the items “Teen Council is important to me” and “Teen Council has made a difference in my life.” Both items were rated with agreement by 80 percent of participating teens.

When asked to complete the sentence “Teen Council has taught me,” youth responded to the open-ended questions with positive comments, mentioning friendship, respect, the importance of community, helping others, and leadership as being some of the things Teen Council has taught them (see Appendix B).

Summary

- In general, participants show a positive attitude about their participation in Teen Council. The youth surveys and focus group feedback reflect a positive attitude about participation in Teen Council and involvement with the community.
- Learning how to overcome conflicts and how to follow rules within a group are good opportunities for developing social responsibilities and relationships. Youth report that they are successful in resolving conflicts individually without much adult supervision, in resisting negative peer pressure from others, and in maintaining positive relationships with adults.

Overall, relatively fewer youth (70% “YES” or “yes”) are in agreement with a statement regarding their ability to talk to others in Teen Council about tough situations. This information may help staff to focus on activities that build more trust between members.

III. COMBINED EFFECTIVENESS OF PHDEP STRATEGIES

The 1998-1999 DEP combined effectiveness of strategies is indicated by family housing development residents’ and hi-rise residents’ reports regarding their opinions, experiences, and perceptions of the public housing community, specifically regarding drug elimination and prevention efforts. The results from these two surveys will provide indication of the effectiveness of the combined efforts of DEP and feedback for PHA staff to use in future program planning.

A. HI RISE RESIDENT SURVEY

Saint Paul Public Housing Agency hi-rise community is made up of 16 buildings with a total of more than 2,500 apartment units. The Drug Elimination and Prevention grant provides ACOP Hi-Rise Liaison Officers to each hi-rise. In addition, volunteer resident security efforts are underway in several hi-rise buildings. As part of an effort to assess the effectiveness of these strategies from residents’ perspectives, PHA staff identified the need to survey the hi-rise communities.

This most recent effort to assess residents' perceptions of their community builds on past evaluation efforts. The 1997 St. Paul Public Housing Drug Elimination Program Evaluation included a survey of volunteers for Door Watch and Storefront, two programs that are located in some of the 16 hi-rise communities and which are supported by ACOP and the Drug Elimination and Prevention funding. These programs are staffed by volunteers who live in the buildings and who work closely with ACOP officers to strengthen security, safety, and problem-solving in the hi-rise buildings. The volunteers themselves were asked to participate in a survey of their perceptions of the value of the Door Watch and Storefront programs in their communities.

The 1997 group of volunteers reported very positive experiences related to Door Watch and Storefront. Volunteers reported that the program helps them to have better relationships with police personnel. Volunteers also reported that problems such as drugs and crime were being taken care of more quickly as a result of the two programs. These 49 volunteers rated the safety in their buildings as excellent or good (86%) and police protection as excellent or good (96%). Keeping in mind that these positive reports are made by a group already interested in and committed to community safety, this smaller group of volunteers will serve as a comparison for this current survey of the entire community on similar issues.

Method

A brief, self-administered survey was used to survey a random sample of the residents through the mail. Of the total population of 2,500 residents in the hi-rise community, 1,500 residents were selected for inclusion in the survey. The survey was administered using a modified Dillman method for administration. Residents were sent a flyer announcing the upcoming survey a week prior to receiving the survey. The survey itself was accompanied by a letter from the Public Housing management explaining the intention of the survey and that residents would participate confidentially. Those residents who had not completed and returned the survey within two weeks were sent a reminder flyer from the Wilder Research Center. Finally, another two weeks after the reminder flyer, a second survey mailing was sent by the Wilder Research Center to all those residents who had not yet completed and returned the survey. The survey data were coded, entered, and analyzed at the Wilder Research Center.

Results

Response Rate and Limitations

Nine hundred and twelve hi-rise residents completed and returned the survey. A 60 percent response rate was achieved with a resulting confidence interval of 95 percent plus or minus 3 percent. Although the confidence interval for this sample is very good, there are limitations in these data due to the response rate of 60 percent. Those who were contacted and did not respond (the remaining 40%) may present nonresponse biases related to characteristics or opinions that are not represented in these resulting data.

Characteristics of Respondents

Nearly half of the respondents (45%) have lived in the hi-rise for more than five years (Table 3).

Less than 1 year	14%
1-2 years	15%
2-5 years	26%
5+ years	45%
Total	100%

Respondents' age categories (Table 4) indicate that most respondents (59%) are over the age of 61 years. Those respondents who are age 62 and older tend to have lived in the hi-rise for longer periods of time than the respondents who are 18 – 61 years of age (Table 5).

18-35	10%
36-49	14%
50-61	17%
62-69	17%
70-79	22%
80+	20%

	18-35 (N=89)	36-49 (N=131)	50-61 (N=151)	62-69 (N=149)	70-79 (N=197)	80+ (N=183)
Less than 1 year	36%	15%	20%	7%	10%	8%
1-2 years	34%	23%	17%	15%	9%	7%
2-5 years	20%	34%	34%	32%	21%	6%
5+ years	10%	28%	30%	46%	61%	69%
Total	100%	100%	100%	100%	100%	100%

Safety Ratings

Seventy-six percent of respondents rate the safety of the buildings as excellent or good, slightly lower than the 1997 ratings of the Door Watch and Storefront volunteers (86% rate safety as excellent or good). Sixty-one percent of respondents rate the safety of the neighborhoods surrounding the hi-rises as excellent or good. Eighty-six percent of respondents are somewhat or very satisfied with the police service in the hi-rise building. (Ninety-six percent of 1997 Storefront and Door Watch volunteers rated police protection in the building as excellent or good) (Table 6).

Table 6. Safety and Satisfaction	
Safety of Hi-Rise Ratings (N=896)	
Excellent	22%
Good	54%
Fair	19%
Poor	5%
Safety of Neighborhood Ratings* (N=883)	
Excellent	11%
Good	50%
Fair	28%
Poor	10%
Satisfaction with Police Service in Hi-Rise (N=825)	
Very satisfied	50%
Somewhat satisfied	36%
A little satisfied	9.5%
Not at all satisfied	4.5%

* Percentages do not total 100% due to rounding.

Respondents were asked to respond to a list of potential problems in their community. If a problem was identified as present, respondents were asked to determine if the problem occurred in the hi-rise, in the surrounding neighborhood, or in both the hi-rise and the surrounding neighborhood (Table 7). The problem areas that are most often identified as occurring in **the hi-rise building only** are parking lot problems and unauthorized persons (6% of respondents for each). The problem most often linked to the **surrounding neighborhood only** are gang problems (11% of respondents). Drugs and vandalism are most often (8% of respondents for each) **linked to both locales** – the hi-rise and the surrounding neighborhood. Regardless of location of problem, drugs (17%), vandalism (17%), parking lot problems (16%), unauthorized persons (13.5%), and gangs (13%) were identified most often by the respondents as problems in their communities.

	Are Any of the Following a Problem in Your Hi-Rise or Neighborhood? (N=912)			
	Yes, In Hi-Rise	Yes, In Neighborhood	Yes, In Both Places	Total Percent Who Report This as Problem
Drugs	1.5%	7.5%	8%	17%
Vandalism	2%	7%	8%	17%
Parking lot problems	6%	3%	7%	16%
Unauthorized persons	6%	1%	6.5%	13.5%
Gangs	0%	11%	3%	13%
Assaults/fights	1.5%	7%	3%	11.5%
Domestic violence	1.5%	5%	3%	9.5%
Lack of police protection	1%	3%	5%	9%
Guns	0%	6%	1%	7%
Gambling	0%	2.5%	1.5%	4%

Finally, respondents were asked about their awareness of and the impact of recent programming efforts (Door Watch, Storefront, and increased partnering with ACOP) intended to strengthen feelings of safety and problem-solving within the hi-rise communities. A slight majority (52%) of respondents are aware the police are regularly visiting hi-rise buildings to partner with residents and staff (Table 8). Sixty-five percent of respondents believe that their building already has a volunteer resident security program. Of those who report that no program is yet in place, 80 percent are in favor of such a program.

Volunteer resident security programs are viewed as worthwhile by most respondents with over three-quarters of the respondents rating them as effective at increasing safety “some” or “a lot.”

Table 8. Awareness of Safety Programs	
Did you know that each hi-rise has been visited regularly by a Ramsey County Deputy Sheriff or St. Paul Police Officer beginning in 1997? (N=912)	
Yes	52%
No	48%
Does your hi-rise have a volunteer resident security program?	
Yes	65%
No	35%
If so, to what extent does this program increase safety?	
A lot	43%
Some	41%
Not much	13%
Not at all	2%
If not, would you like to see a program like this in your building?	
Yes	80%
No	20%

Summary

This survey of a sample of hi-rise residents indicates that a majority of respondents rate their hi-rise communities, which includes the building and the surrounding neighborhoods, as safe places. Satisfaction with police service is high, with most respondents reporting being very or somewhat satisfied with service to the building. In addition, low percentages of respondents identify problems in their communities. Although these reports are very positive and encouraging regarding efforts in these areas, future programming efforts can target the respondents that don't feel safe and do perceive that there are problems. For example, 5 percent rate the safety of the hi-rise as poor, while 10 percent of respondents rate the safety of the surrounding neighborhood as poor. This perception on the part of a small minority of residents that safety in their immediate surroundings is low is addressed by many of the efforts already in place and active in the hi-rise settings. These data give more information to staff and residents about the size of the group that perceives their community (neighborhood and/or hi-rise building) as unsafe.

It is also important to note that the neighborhood problem issues most often identified by respondents are the presence of gangs, drugs, and vandalism. The hi-rise problem issues most often identified by respondents are parking lot problems and unauthorized persons in the building. This listing of residents' concerns can help staff prioritize which types of problems may warrant additional targeted efforts within the hi-rise buildings and in partnership with the community. Given the positive response to volunteer resident security programs such as DoorWatch and Storefront, residents are important partners in the efforts to secure volunteer staffing of these programs across buildings.

B. FAMILY HOUSING DEVELOPMENT FAMILY SURVEY

PHA determined a need for a reliable assessment of program effectiveness of DEP efforts based on residents' perspectives in the family housing developments in 1998. Wilder Research Center coordinated a joint effort to design a measure that met the current need to evaluate the combined program effectiveness of DEP strategies in the family housing development sites and with which to gather input from residents regarding other important community issues. The survey included outcome indicators for the ongoing ACOP strategies and for community and recreation resources, which includes Boys and Girls Club and McDonough Parks and Recreation resources. Although a previous Family Need Survey was conducted in 1990, the current survey focuses on measurement of combined program effectiveness.

Methods

The 55 item survey is designed for administration via phone interview or face-to-face interview in the resident's home. A random sample of residents was selected from the current PHA roster. The survey was written originally in English and was translated into Hmong, Cambodian, and Vietnamese.

Residents in the sample were contacted first by phone and asked if they would volunteer to participate in a confidential survey regarding their public housing community. If the resident agreed to participate, an interview was conducted on the phone or scheduled for a later time, depending on the participant's preference. Interviews were also conducted face-to-face in homes if the resident did not have a phone, was hard to reach, or preferred an in person interview. When a resident agreed to participate in the interview, the resident household was provided with a \$15 rent credit coupon that can be applied to their PHA rent. The interviews were conducted from November 1998 through March 1999 by the Wilder Research Center.

Results

The survey was administered to 406 adult residents of PHA family housing developments. The final sample was proportionate to the overall PHA population across the four sites, with 23 percent of the sample from the Mount Airy site, 24 percent of the sample from the Roosevelt site, 7 percent of the sample from the Dunedin site, and 46 percent of the sample from the McDonough site. The overall response rate for the entire sample is 81.5 percent, with individual response rates for each site at comparable or higher levels (80% for Mount Airy, 80% for Roosevelt, 82% for McDonough, and 91% for Dunedin). While households were selected at random, the choice of respondent for the survey was determined by asking to speak with an adult who was responsible for the household. These results are accurate with 95 percent confidence to within plus or minus 1 to 4 percent.

The results from the survey will be presented in three sections; characteristics of the respondents, resident involvement in and satisfaction with PHA community and resources, and residents perceptions regarding problems in the community and their ideas for solutions.

Characteristics of Respondents and Their Families

In order to better understand the group of respondents who agreed to participate in the survey, residents were asked to provide information about themselves and their households.

Respondents within the randomly selected households were selected by identifying an adult who was responsible for the household or a parent (if there were children in the household). These demographic data need to be interpreted with caution as they do not necessarily represent all adults in PHA family housing developments.

Respondents are mostly female (73%), an average age of 40 years, with ages ranging from 16 years of age to 83 years of age. The majority of respondents report not having an adult partner, with 61 percent either never married, separated, divorced, or widowed (Tables 9 & 10). Half of the respondents (50%) live in households with three, four, or five persons in the household. A quarter of the respondents (25%) live in households with six or more persons (Table 11). Based on numbers of persons in the household, respondents were asked to indicate whether household income is above or below the poverty level. Over three-fourths of the respondents reported that their household income is below the poverty level, with another 12 percent unsure of the household income (Table 12). Over one-third (34%) of residents who participated report that they have no schooling, while more than one-third of the respondents are high school graduates and/or have higher than high school education (Table 13).

Characteristic	Percentage/ Figure
Male	27%
Female	73%
Average Age	40 years
Range of Ages of Respondents	16-83 years
Marital Status	
• Never married	29%
• Separated	8%
• Divorced	12%
• Married	39%
• Widowed	12%

Table 10. Age of Respondents (N=406)	
Age Range	Percentage
16-24 years	14%
25-35 years	32%
36-49 years	29%
50-61 years	15%
62-69 years	6%
70+	4%

Table 11. Number of Persons in Household (N=406)	
Number of Persons	Percentage
1-2	25%
3-5	50%
6-9	21%
10 or more	4%

Table 12. Income Above/Below 1997 Poverty Level for Household Size* (N=406)	
	Percentage
Above poverty	12%
Below poverty	76%
Respondent doesn't know income	12%

* e.g., for 1 in household, 1997 Poverty Level is household income below \$7,890; for 2 in household, income below \$10,610; for 3 in household, income below \$13,330; for 5 in household, income below \$18,770; for 7 in household, income below \$24,210.

Table 13. Educational Background of Respondents (N=406)	
	Percentage
No school	34%
Less than high school	10%
Some high school	18%
High school graduate	23%
Some college	10%
College graduate or more	2%
Other*	3%
*Other includes: Technical college Vo-Tech Refugee school program ESL Job training Adult education Agricultural training	

Over half (54%) of the respondents are the only adult in the household. Of those respondents who reported that there are other adults in the household, these adults are primarily (72%) husbands or wives (Table 14). Over half of the respondents describe their race and ethnicity as Hmong (52%), with another one-fourth (23%) describing their race/ethnicity as African American (Table 15).

Table 14. Other Adults in Household	
	Percentage
Are there other adults in household? (N=406)	
Yes	46%
No	54%
If yes, relationship to respondent: (N=185)	
Husband	29%
Wife	43%
Son	14%
Daughter	9%
Mother	3%
Other (brother, sister, stepson, foster daughter, father)	2%

Group	Percentage
Hmong	52%
African American	23%
Cambodian	7%
White	6%
Hispanic	4%
Vietnamese	4%
American Indian	1%
Other group/Multiracial	2%
Eritrean	<1%
Laotian	1%
Somalian	<1%

Residence History/Birthplace

The group of respondents have tended to stay in their current residences for an average of four years, with the average stay in public housing reported at 6 years. Results from the 1990 Family Needs Survey conducted for PHA by Wilder Research Center indicate that, at that time, the respondents' average number of years in current home was 4.3 years and the average number of years in public housing was 5.9 years.

The current group of respondents is also not recently new to the Twin Cities/Minnesota area, with the average number of years in the area at or above 11.5 years. Respondents have moved an average of 1.4 times in the past 5 years, with space and cost issues motivating over half (52%) of these moves (Tables 16 & 17). Over half (53%) report that their birthplace is Laos. Over one-third of the respondents were born in the United States (Table 18). Of those who were born outside of the United States, Over half (55%) have been in the U.S. for 10 years or less, and less than half (45%) have been in the U.S. for 11 years or more (Table 19). Those residents who were born outside of the United States rate their satisfaction with their family's adjustment to the U.S. as primarily very satisfied or satisfied (93%). Language barriers are cited as the most frequently mentioned concern. The second most frequently mentioned response about concerns is that the respondent and family had "no concerns or worries about life in the U.S." Concerns about lack of money were mentioned as third most frequently given concern of respondents born outside of the U.S. (Table 20).

	Average Number of Moves in Past Five Years	Average Years in MN	Average Years in Twin Cities	Average Years in Current Home	Average Years in PHA Housing
Average Response	1.4	11.7	11.5	4.0	6.0
Range of Responses	0-10 moves	1-58 years	1-48 years	Less than 1 year – 24 years	Less than 1 year – 31 years

Reason	Percent of Responses
Needed a larger/smaller space/change in family size	28%*
Housing cost	24%
Approved for public housing	15%
Wanted a better neighborhood	6%
Substandard/unsanitary/wanted better housing	5%
Wanted better life	4%
To have own place	4%
To be closer to relatives	4%
No particular reason/time for change	3%
Other reasons**	8%
**Other Reasons: <ul style="list-style-type: none"> • Place was sold • Landlord problems • Evicted • Health reasons • Housing destroyed • Domestic violence • Family instability • Family dissolution • More convenient location • Living situation ended • Fled home country • Go to school 	

* Total percentage is greater than 100% due to rounding.

Table 18. Country of Birth (N=406)	
Country	Percent of Respondents
Laos	53%
USA	33%
Cambodia	7%
Vietnam	4%
Other (Puerto Rico, Philippines, Thailand, Guatemala, Mexico, Ethiopia, Liberia, Somalia, North Africa)	3%

Table 19. Length of Time in U.S. (for Residents Born Outside U.S.) (N=270)	
Years	Percent of Respondents
1-5	22%
6-10	33%
11-15	19%
16-20	24%
More than 20 years	2%

Table 20. Satisfaction with Adjustment/Concerns				
(N=270)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
How satisfied are you with your family's adjustment to this country?	30%	63%	5%	2%
Main Concerns or Worries About Life in U.S. (N=266 Respondents)				Percent of Responses
Language barriers are a main concern				17%*
I/we have no concerns or worries about life in U.S.				14%
Family's lack of money is a main concern				13%
Well-being of children is a main concern				8%
My lack of education is a main concern				8%
Discipline issues/behavior of children is a main concern				6%
Transportation issues are a main concern				6%
Health issues are a main concern				5%
Other concerns**				21%
**Other Concerns:				
• Being older	• Passing citizens test	• U.S. is not what I expected		
• MFIP rules	• Day care	• Being single parent		
• Cultural differences	• Being alone	• Being minority		
• Unable to work	• Drug use	• Smoking among children		
• Don't feel free here	• Fear gangs	• Crime/theft		
• Autopsies	• Family violence	• Instability of marriage in U.S.		
• Fast pace in U.S.	• Cold weather			

* Total percentage does not equal 100% due to rounding.

Household Information

Over one-third (36%) of the households surveyed include adults who are working either part time or full time (Table 21). Most (87%) have at least one child in the household, with the average number of children per household at 2.8 children (Table 22). Ages of the children tend to vary across age groups with 68 percent of the households having at least one child in the 6 – 12 year old range (Table 23).

There are differences across sites regarding number of children per household. These differences are most likely related to the size of units at each site and number of bedrooms available. For example, there are single bedroom units available at Roosevelt and McDonough. These two sites have the lowest averages for children per household and have more adult only households due to these single bedroom units. Table 22 provides figures regarding average number of children per household for each of the four sites.

Households with at least one working full-time or part-time:			36%
Households with no one working full-time or part-time:			64%
How many adults are working:	1	2	
Full-time	24%	2%	
Part time	9%	1%	

Households with at least one child 17 years or younger:	87% of respondent households
Overall average number of children per household:	2.8 children
Average number of children per household in:	
Mt. Airy	3.3
Roosevelt	2.1
Dunedin	3.9
McDonough	2.7

How Many Children in Your Household Are:	0	1	2	3	4	5	6 or More
Birth to 2	66%	25%	8%	1%	-	-	-
3-5 years	57%	28%	11%	3%	1%	-	-
6-12 years	32%	28%	18%	14%	6%	1%	1%
13-17 years	56%	25%	11%	6%	1%	1%	<1%

Involvement and Satisfaction with the PHA Community and Resources

The quality of life in the PHA family housing developments can be linked to efforts to reduce drug and gang-related activities. Respondents were asked to rate their satisfaction with overall issues related to safety and raising children in the family housing development. Responses to the question “Overall, how satisfied are you with this site as a place to raise children?” indicate that the level of satisfaction is decidedly positive across the four sites (86% Very Satisfied or Satisfied), with few respondents reporting dissatisfaction (14% Dissatisfied or Very dissatisfied). Eighty-three percent rate their satisfaction levels as very satisfied or satisfied when asked about their satisfaction with their family’s safety at their particular site. Table 24B provides satisfaction and relationships with neighbors by each of the four sites. Responses are similar across sites, with the exception of Dunedin respondents who rated satisfaction levels slightly lower with the site as a place to raise children (79% Very Satisfied or Satisfied) and with family’s safety at the site (70% Very Satisfied or Satisfied).

Respondents report that they primarily get along very well or well (95%) with their neighbors across each of the sites (Table 24A). This item was included from the 1990 Family Need Survey and in 1990, 85 percent of those surveyed reported that they get along with their neighbors very well or well.

All FHD Sites	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Overall, how satisfied are you with this site as a place to raise children?	22%	64%	10%	4%
How satisfied are you with your family’s safety at this site?	24%	59%	13%	4%
	Very Well	Well	Badly	Very Badly
How does your family get along with neighbors?	38%	57%	4%	1%

Table 24B. Community Issues by Sites				
McDonough (N=186)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Overall, how satisfied are you with this site as a place to raise children?	18%	68%	12%	2%
How satisfied are you with your family's safety at this site?	19%	64%	14%	3%
	Very Well	Well	Badly	Very Badly
How does your family get along with neighbors?	34%	61%	5%	1%
Dunedin (N=29)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Overall, how satisfied are you with this site as a place to raise children?	11%	68%	14%	7%
How satisfied are you with your family's safety at this site?	12%	58%	27%	4%
	Very Well	Well	Badly	Very Badly
How does your family get along with neighbors?	27%	73%	0%	0%
Mount Airy (N=93)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Overall, how satisfied are you with this site as a place to raise children?	25%	62%	8%	6%
How satisfied are you with your family's safety at this site?	26%	56%	12%	6%
	Very Well	Well	Badly	Very Badly
How does your family get along with neighbors?	44%	50%	6%	1%
Roosevelt (N=98)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Overall, how satisfied are you with this site as a place to raise children?	30%	57%	6%	6%
How satisfied are you with your family's safety at this site?	34%	51%	10%	5%
	Very Well	Well	Badly	Very Badly
How does your family get along with neighbors?	45%	52%	2%	1%

Each of the four sites offers community resources that are co-located or nearby the family housing development. Respondents were asked to indicate their and other family members' level of participation in the various resources. Over half (52%) of all residents surveyed report that they or other family members have used the community center, recreational center, Boys and Girls club or other programs in the past year (Table 25A). Of all respondents, 5 percent report that they have had a problem or difficulty in these places in the past year. These percentages are similar across the four sites with slightly higher levels of use reported by Dunedin respondents (59%) and slightly lower levels of use reported by Roosevelt respondents (46%) (Table 25B).

Table 25A. Use of Community Resources on Site Across All Sites (N=406)		
Have you or other family members . . .	Yes	No
used community center, recreational center, Boys & Girls Club or programs in past year?	52%	48%
had problem or difficulty that kept you or others in household from enjoying yourself at above places in the past year?	5%	95%

Table 25B. Use of Community Resources on Site		
Have you or other family members . . .	Yes	No
McDonough (N=186)		
used community center, recreational center, Boys & Girls Club or programs in past year?	54%	46%
had problem or difficulty that kept you or others in household from enjoying yourself at above places in the past year?	2%	98%
Dunedin (N=29)		
used community center, recreational center, Boys & Girls Club or programs in past year?	59%	41%
had problem or difficulty that kept you or others in household from enjoying yourself at above places in the past year?	7%	93%
Mount Airy (N=93)		
used community center, recreational center, Boys & Girls Club or programs in past year?	53%	47%
had problem or difficulty that kept you or others in household from enjoying yourself at above places in the past year?	6%	94%
Roosevelt (N=98)		
used community center, recreational center, Boys & Girls Club or programs in past year?	46%	54%
had problem or difficulty that kept you or others in household from enjoying yourself at above places in the past year?	7%	93%

Program Use

Respondents were shown a list of the various programs provided by PHA staff and partner agencies in the community. Respondents were asked to indicate which of the programs listed were used by persons in their household. Table 26 outlines the programs that were reported by the most respondents at each of the sites as those that they or family members have participated in or attended. In McDonough, nearly one third (32%) of respondents reported involvement with the McDonough Recreation Center. In Dunedin, over one-third (34%) reported involvement with the West Side Boys and Girls Club. Mount Airy respondents reported that Jobs Plus (44%) and Head Start (34%) have been utilized by the most respondents this year. Over one quarter (28%) of Roosevelt respondents report involvement of family members in the East Side Boys and Girls Club. In order to understand the level of involvement in programs listed by at least 10 respondents, respondents also indicated the frequency of program use for each of these main programs. Table 27 contains those percentages for each of the four sites.

Table 26. Program Use at Each Site	
McDonough (N=186)	Percent Reporting Use*
Program	
McDonough Recreation Center	32%
Bookmobile	14%
Early Starters	12%
STEP	11%
Lao Family	8%
Boy Scouts	6%
ECFE	6%
WAHL	6%
Neighbor to Neighbor	5%
Youth Literacy Plus	4%
Growing Places	4%
Youth CARE	3%
ACTS's of St. Paul	2%
Seton Services	1%
Dunedin (at El Rio Vista) (N=29)	
Program	
Boys & Girls Club (West Side)	34%
African American Family Services	14%
Boys Scouts/Cub Scouts	14%
STEP	3%

Table 26. Program Use at Each Site (Continued)	
Mount Airy (N=93)	Percent Reporting Use
Program	
JOBS PLUS	44%
Head Start	34%
Boys & Girls Club (Mount Airy)	28%
Neighbor to Neighbor	17%
ECFE	14%
STEP	13%
ECFE Parenting Classes	12%
Growing Places Child Care	8%
ACOP Social Workers	5%
Ramsey County Nurse Midwives	3%
Ramsey County Sheriff Tutorial	3%
Roosevelt (N=98)	
Program	
Boys & Girls Clubs (East Side)	28%
ECFE	12%
WAHL (Women's Assoc. Hmong & Lao)	12%
Boy Scouts/Cub Scouts	7%
STEP	7%
Chicano Latino Employment Opp.	4%
GED Classes	3%
Hmong National	2%

* These percentages are based on percent of total families interviewed at the site who have one or more members involved in the program. Due to involvement in more than one program per family, total percentages are greater than 100% for some sites.

Table 27. Frequency of Main Program Use by Site (10 or More Respondents Cited Family Use)					
	Once Only	Once Per Month	2-3 Times Per Month	Once Per Week	Twice Per Week
McDonough					
Program					
McDonough Recreation Center (N=60)	2%	15%	8%	23%	52%
Bookmobile (N=27)	11%	18%	30%	41%	-
Early Starters (N=23)	4%	4%	-	17%	74%
STEP (N=20)	-	25%	20%	15%	40%
Lao Family (N=15)	13%	27%	13%	7%	40%
Boy Scouts (N=12)	-	17%	8%	33%	42%
ECFE (N=11)	-	9%	9%	36%	46%
WAHL (N=11)	18%	36%	9%	18%	18%
Dunedin					
Program					
Boys & Girls Club (West Side) (N=10)	-	20%	30%	30%	20%
Mount Airy					
Program					
JOBS PLUS (N=40)	28%	22%	15%	22%	12%
Head Start (N=32)	-	6%	9%	3%	81%
Boys & Girls Club (Mount Airy) (N=26)	-	-	15%	8%	77%
Neighbor to Neighbor (N=16)	38%	50%	6%	-	6%
ECFE (N=13)	-	-	23%	38%	38%
ECFE Parenting Classes (N=11)	-	9%	18%	18%	54%
STEP (N=12)	33%	17%	33%	8%	8%
ACOP Social Workers (N=5)*	20%	20%	20%	-	40%
Roosevelt					
Program					
Boys & Girls Clubs (East Side) (N=27)	7%	-	15%	15%	63%
ECFE (N=12)	8%	8%	8%	42%	33%
WAHL (Women's Assoc. Hmong & Lao) (N=12)	17%	8%	42%	17%	17%

* Program reported by <10 respondents.

There is also a need to identify usage of community resources across age groups of children who are primarily targeted through the prevention strategies of DEP. Respondents whose families currently use community resources indicate that usage is evenly distributed across age groups (Table 28), with slightly more 5 – 8 year olds utilizing programs and activities at the sites.

Age	Percent of Children
1-4 years	22%
5-8 years	31%
9-12 years	26%
13-18 years	20%

The respondents were asked to list the most useful activities for children at their particular site. Table 29 lists the activities or programs cited as most useful by site.

Respondents whose families are currently not using community resources were asked to provide reasons why children were not involved. Reasons are listed in Table 29, with the four most frequently cited reasons including that the child is too young for the activities (29%), that parent or child is not interested in participating (29%), that family members have concerns about problems and safety issues related to the activities (11%), and that the child is needed at home for other responsibilities (9%) (Table 30). When asked what programs or activities could be added or increased, top responses at each site include “none.” In addition to this, activities related to development of learning skills and help with homework were mentioned most frequently at McDonough, Dunedin, and Roosevelt. Daycare services were mentioned most frequently at Mount Airy, with expanded Jobs Plus for Teens and Expanded Sports programs mentioned second and third (Table 31).

Table 29. Most Useful Activities for Children by Site	
McDonough (N=134 Responses)	
Activity	Percent of Responses
Recreation Center	12%
Sports	12%
None of activities are useful	12%
Educational activities	7%
Help with homework	6%
Dunedin (N=26 Responses)	
Activity	
Camping	15%
Summer programs	12%
Computer	12%
Help with homework	12%
Boys & Girls Club	8%
Sports	8%
Games	8%
Mount Airy (N=75 Responses)	
Activity	
Boys & Girls Club	17%
None of activities are useful	12%
Help with homework	11%
Head Start	11%
ECFE	8%
Employment Opportunities (JOBS Plus)	7%
Roosevelt (N=60 Responses)	
Activity	
Boys & Girls Club	22%
Help with homework	13%
Sports	8%
Educational activities	8%
Head Start	8%

Table 30. Main Reasons Children are Not Participating (N=259)	
Reason	Percent of Responses
Child too young	29%
Parent/child not interested	29%
Problems/safety concerns about programs/behaviors of other youth	11%
Child needed at home	9%
Other*	22%
*Other: Inconvenient times Too far Not informed about activities Activities not interesting Only use activities in summer Child not living here Parent works Children attend different schools Programs are for Hmong kids No reason	

Table 31. Program/Activity Suggestions	
Programs/Activities Respondents Would Like Started or Increased:	Percent of Responses
McDonough (N=156)	
None	38%
Learning/study skills/homework	7%
Sports (football)	4%
Computer education	4%
Dunedin (N=27)	
Learning/study skills/homework	18%
None	15%
More activities with parent participation	7%
Mount Airy (N=62)	
None	24%
Daycare	10%
Expanded JOBS Plus for teens	8%
Sports (football)	8%
Computer education	5%
Roosevelt (N=77)	
None	23%
Learning/study skills/homework	9%
Cultural activities	6%
Computer/video games	5%
More activities for younger children	5%

Perceptions Regarding Problems, Effectiveness of Solutions, and Community Members' Strategies

In order to determine impact of the activities available to children and youth on their behavior, residents' perspectives on the impact of programs were sought. Initially, respondents were asked to rate their satisfaction level with the impact of the programs on youth behaviors. While over half (59%) report being very satisfied or satisfied, nearly one third does not know enough to rate their satisfaction level. Those who reported satisfaction said that they are satisfied because the programs keep youth out of trouble, the youth learn from the activities, youth seem to like and enjoy the programs that are offered, the youth seem better behaved, and the programs help youth to develop. Those who reported dissatisfaction (11%) cited that youth are rude to each other and this leads to racial tension in PHA, that vandalizing and loitering and smoking continue, and that they do not see improvement in youth behavior (Table 32).

Table 32. Activities Impact on Youth Behavior					
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
How satisfied are you with the impact youth program activities have on children/youth behaviors?	15%	44%	9%	2%	29%
If satisfied, why?					
<ul style="list-style-type: none"> • Keeps youth out of trouble • Youth are better behaved • Activities provide learning • Youth enjoy themselves • Youth like the programs • Helps with development 					
If dissatisfied, why?					
<ul style="list-style-type: none"> • Youth are rude/leads to racial tension • Youth loiter and smoke • Youth continue to vandalize • No improvement seen in behavior 					

Impact on Youth

More specifically, respondents were asked if they have noticed changes for the better or worse at their site in how youth are acting in the neighborhood. Reports of whether changes have been noticed vary by site (Table 33), with changes determined by both positive and negative observations of youth. For example, 19 percent of Mount Airy respondents report that there is **an increase** in youth loitering in the past twelve months, while another 10 percent of respondents report a **decrease** in youth loitering. All sites have some positive reports of change in youth behavior, as perceived by adults in the community who were surveyed.

Table 33. Youth Behavior in Neighborhood		
	% Yes	Changes Noticed
Have you noticed changes (for better or worse) at McDonough in how youth are acting/what they're doing in neighborhood? (N=186)	43%	<ul style="list-style-type: none"> • More inappropriate dress/hair by youth (30%) • Fewer problems (14%) • Hanging out/loitering <u>more</u> (12%) • <u>Fewer</u> kids loitering (9%)
Have you noticed changes (for better or worse) at Dunedin in how youth are acting/what they're doing in neighborhood? (N=29)	63%	<ul style="list-style-type: none"> • Less crime/theft (15%) • More inappropriate dress/hair by youth (12%) • Fewer problems (12%) • Some problem families moved (12%) • Decreased gang activity (12%)
Have you noticed changes (for better or worse) at Mount Airy in how youth are acting/what they're doing in neighborhood? (N=93)	49%	<ul style="list-style-type: none"> • Hanging out/loitering <u>more</u> (19%) • More inappropriate dress/hair (16%) • <u>Fewer</u> kids loitering (10%) • Fewer problems (10%)
Have you noticed changes (for better or worse) at Roosevelt in how youth are acting/what they're doing in neighborhood? (N=98)	38%	<ul style="list-style-type: none"> • More hanging out/loitering more (16%) • Fewer problems (14%) • More inappropriate dress/hair (14%) • More vandalism/littering (12%)

ACOP Survey

Respondents were asked whether or not they have heard of the ACOP officers. More residents who live in McDonough (79%) and Dunedin (76%) have heard of ACOP than in Mount Airy (56%) and Roosevelt (68%). Nearly one quarter of all respondents have been in a situation in which officers have followed-up with them or other household members. Nearly all (93%) who have not had this type of follow-up think that it would be helpful to the community. Those who have had this type of contact in the sample report primarily being satisfied (84%), with 16% reporting dissatisfaction with the follow-up by ACOP (Table 34).

Table 34. Awareness of ACOP Police in PHA FHD Sites

	All FHD Sites		McDonough		Dunedin		Mount Airy		Roosevelt	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Have you heard about ACOP officers who work in your site?	71%	29%	79%	21%	76%	24%	56%	44%	68%	32%
Have you been in a situation at your site when an officer came back to your home to check on you or to give you more information?	24%	76%	25%	75%	17%	83%	26%	74%	22%	78%
If so, how satisfied are you with this additional visit or contact with the police?	All FHD Sites (N=93)		McDonough (N=43)		Dunedin (N=5)		Mount Airy (N=24)		Roosevelt (N=21)	
Very satisfied	36%		28%		2 responses		42%		43%	
Satisfied	48%		54%		3 responses		46%		38%	
Dissatisfied	11%		12%		-		8%		14%	
Very Dissatisfied	5%		7%		-		4%		5%	
	(N=276)		(N=123)		(N=24)		(N=69)		(N=70)	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
If not, do you think this type of contact would be helpful to people in your community?	93%	7%	94%	6%	100%	-	92%	8%	91%	9%

Satisfaction with how police needs are met overall in the neighborhood is consistently high, with 88 percent reporting being very satisfied or satisfied (Table 35). The top response for suggestions for how police services could be improved in public housing is that nothing could be done, they are doing a good job (23%). A second top response is that respondents would like to see more police in public housing, including greater visibility and presence within the community (22%) (Table 36).

ACOP also includes services offered by social workers for PHA residents. Over one-fifth of all respondents know that the social workers are available to the community, with 7 percent actually reporting contact with the ACOP social workers. All of those who have had contact with the social workers report being satisfied or very satisfied with these contacts (Table 37).

	All FHD Sites (N=406)	McDonough (N=186)	Dunedin (N=29)	Mount Airy (N=93)	Roosevelt (N=98)
How satisfied are you with how the police needs in your neighborhood are met?					
Very satisfied	28%	26%	29%	27%	34%
Satisfied	60%	62%	68%	59%	52%
Dissatisfied	9%	10%	4%	10%	10%
Very dissatisfied	3%	2%	-	4%	4%

	Percent of Responses
• Nothing, police are doing a good job.	23%
• More police (greater presence, more visibility).	22%
• Quicker response time.	16%
• Police should be on duty at night (ACOP).	8%
• Police should walk the street.	8%
• Other*	23%
*Other: <ul style="list-style-type: none"> • More arrests • More presence in parking lot • Stop harassing tenants (treated badly before) • Police presence in back alley • More investigation time (get to know tenants) • Need access to parking • Have curfew/enforce • Hmong police • Police are racist (against whites) • Be friendlier • More child intervention/diversion work 	

Table 37. Awareness of ACOP Social Workers in PHA FHD Sites

	All FHD Sites		McDonough		Dunedin		Mount Airy		Roosevelt	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Do you know that ACOP has two social workers on staff to work with community members?	22%	78%	19%	81%	31%	69%	29%	71%	19%	81%
	(N=85)		(N=34)		(N=8)*		(N=25)		(N=18)	
Has one of these social workers come to your home to check on you or to give you more information?	21%	79%	38%	62%	2 responses	6 responses	33%	67%	28%	72%
If so, how satisfied are you with this additional visit or contact with the social workers?	All FHD Sites		McDonough		Dunedin		Mount Airy		Roosevelt	
Very satisfied	54%		38%		1 response		5 responses		4 responses	
Satisfied	46%		62%		1 response		3 responses		1 response	
Dissatisfied	0%		-		-		-		-	
Very Dissatisfied	0%		-		-		-		-	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
If not, do you think this type of contact from social workers would be helpful to people in your community?	91%	9%	92%	8%	96%	4%	86%	14%	94%	6%

* These are response numbers (not percentages) due to low numbers.

A listing of common neighborhood crime-related problems was included in the survey. Respondents were asked to respond as to whether or not the issue was a problem, and if so, how big of a problem they perceive it to be. Problems most often rated as “very big” or “big” problems across the four sites include vehicle break-ins (36%), gangs (38%), unsupervised teens (31%), vandalism (25%), and theft (26%) (Table 38a). These four problems are the most frequently reported at each of the sites, with the exception of Mount Airy whose respondents also listed theft as a top problem (Tables 38B – 38E).

All FHD Sites (N=406)	No, Not a Problem	Yes, but Not Very Big Problem	Yes, Somewhat of a Problem	Yes, Big Problem	Yes, Very Big Problem
Vehicle break-ins	42%	7%	15%	22%	14%
Gangs	45%	13%	13%	18%	10%
Unsupervised teens	46%	7%	14%	18%	13%
Vandalism	50%	9%	16%	14%	11%
Theft	58%	7%	9%	15%	11%
Assaults/fights	66%	9%	8%	11%	5%
Lack of police protection	68%	6%	11%	9%	6%
Guns	74%	5%	5%	9%	7%
Domestic violence	73%	10%	7%	6%	4%
Unauthorized persons	74%	5%	7%	7%	6%
Gambling	86%	2%	3%	4%	4%
Prostitution	90%	2%	2%	3%	3%

McDonough (N=186)	No, Not a Problem	Yes, but Not Very Big Problem	Yes, Somewhat of a Problem	Yes, Big Problem	Yes, Very Big Problem
Vehicle break-ins	42%	4%	15%	22%	16%
Gangs	47%	11%	13%	21%	8%
Unsupervised teens	47%	7%	12%	18%	14%
Vandalism	52%	6%	16%	15%	11%
Theft	62%	4%	7%	17%	10%
Assaults/fights	66%	11%	6%	10%	5%
Domestic violence	72%	10%	6%	7%	4%
Unauthorized persons	73%	4%	6%	10%	6%
Lack of police protection	77%	4%	8%	8%	3%
Guns	78%	3%	2%	10%	6%
Gambling	86%	1%	3%	7%	3%
Prostitution	89%	1%	2%	5%	3%

Dunedin (N=29)	No, Not a Problem	Yes, but Not Very Big Problem	Yes, Somewhat of a Problem	Yes, Big Problem	Yes, Very Big Problem
Vandalism	52%	10%	14%	10%	14%
Gangs	22%	37%	7%	19%	15%
Vehicle break-ins	41%	10%	14%	24%	10%
Unsupervised teens	28%	4%	29%	14%	25%
Lack of police protection	57%	11%	29%	4%	0%
Theft	59%	10%	10%	3%	17%
Assaults/fights	66%	7%	10%	10%	7%
Domestic violence	69%	17%	3%	7%	3%
Guns	57%	7%	11%	14%	11%
Unauthorized persons	79%	7%	7%	0%	7%
Gambling	100%	0%	0%	0%	0%
Prostitution	96%	4%	0%	0%	0%

Mount Airy (N=93)	No, Not a Problem	Yes, but Not Very Big Problem	Yes, Somewhat of a Problem	Yes, Big Problem	Yes, Very Big Problem
Vehicle break-ins	27%	9%	16%	27%	20%
Gangs	42%	10%	15%	17%	14%
Theft	43%	6%	16%	25%	11%
Unsupervised teens	43%	11%	14%	15%	16%
Vandalism	42%	7%	14%	18%	18%
Lack of police protection	60%	9%	12%	15%	4%
Assaults/fights	78%	9%	4%	4%	4%
Guns	74%	4%	7%	6%	9%
Unauthorized persons	58%	9%	12%	9%	11%
Domestic violence	68%	8%	9%	6%	9%
Gambling	85%	3%	3%	2%	6%
Prostitution	91%	2%	3%	2%	1%

Roosevelt (N=98)	No, Not a Problem	Yes, but Not Very Big Problem	Yes, Somewhat of a Problem	Yes, Big Problem	Yes, Very Big Problem
Gangs	52%	14%	13%	13%	7%
Unsupervised teens	55%	8%	13%	12%	10%
Vehicle break-ins	55%	10%	13%	14%	7%
Vandalism	50%	12%	18%	12%	6%
Lack of police protection	64%	5%	10%	13%	7%
Guns	75%	5%	5%	7%	6%
Theft	65%	10%	8%	10%	6%
Assaults/fights	71%	5%	9%	8%	5%
Domestic violence	71%	9%	10%	6%	3%
Unauthorized persons	76%	7%	7%	6%	3%
Prostitution	89%	2%	1%	2%	5%
Gambling	84%	4%	4%	1%	5%

Respondents were asked specifically about whether they have seen drug sales or use at their site in the past twelve months. These activities were reported by five percent or less of respondents across and at each of the four sites, except at Roosevelt (7% reporting that they have seen illegal drug use or sales in past 12 months). Satisfaction with efforts to combat illegal drug use and sales were sought. Although current efforts often team community members with PHA staff and police, respondents were asked to consider how each of these groups is doing separately in the effort to stop drug problems in the community. Over half of all respondents are satisfied with efforts made by community members (56%) and public housing staff (54%), with nearly half (49%) reporting satisfaction with efforts made by police in public housing.

What suggestions do residents have that might help to further reduce illegal drug use and sales and gang-related activities? In both areas, respondents point to a need for more police patrolling and an increase in eviction action taken by public housing. Also in both areas, a top response is that nothing more can be done to rid the community of drugs and gangs. Twelve percent of respondents don't see a problem with gang-related activities at all.

Finally, many of the comments made by residents during the interview are included in Appendix E for the reader's review.

Summary

The 1998 Family Survey provides information from residents' perspectives about quality of life issues and any differences noted by residents that can be attributed to DEP programmatic efforts.

Clearly, the programs that are directly linked to DEP efforts are an important component in the family housing development community based on the following results:

- McDonough Recreation Center and Boys and Girls Club are both recognized as useful community resources by residents who are in sites linked to each of these programs,
- ACOP officers are recognized as a key law enforcement resource within the family housing development and are viewed with satisfaction, and
- ACOP social workers, while only staffed by two individuals, are not as widely known but are also viewed with satisfaction by residents familiar with them.

Some interpretations drawn by the researchers to be considered by the reader include:

- Over one-quarter of respondents don't have enough information with which to rate satisfaction with DEP and related programs' impact on youth behavior. However, respondents clearly notice the behaviors of the youth in the community. A substantial percentage in each site believe that they have noticed changes in youth behavior, both positive and negative. Future efforts to get more resident input could include surveying a representative sample of youth in order to determine if a link can be established between positive behaviors and program involvement.
- Community members suggestions for improvements, especially related to drug and gang reduction efforts, reflect a tendency to turn to formal support network solutions from PHA and the police. For some, suggestions are lacking altogether, with some residents reporting that nothing else can be done to combat drugs and gangs. Continuing efforts within Drug Elimination and Prevention programs to engage and partner with community members to generate solutions to these problems may help to increase community-generated ideas.

APPENDIX A: Teen Council Youth Survey

APPENDIX B: Teen Council Youth Survey Open-Ends

Teen Council Youth Survey Open-Ends

The three most important things that Teen Council has taught me are:

- I like Teen Council because it is fun. Some time I would want to go home, but I like it. I like my friend and they are fun to play with.
- Working together as a group, you could change a committee slowly. Respect and pride. That a group can become a family.
- Being responsible and organized. Helping me think of my goals and achieving them. Bettering myself in helping the community and building my character.
- It taught me how to be a leader. Taught me that drugs and gangs are bad and being in a group can teach you a lot. Taught me how to be a good role model.
- Teen Council has taught me to help others when needed. Also, it kept my grades up when it was low. Last, it helps me to do things that are right.
- Stay out of trouble. How important the community is. How to get out of tough situations.
- Leadership – anyone can be a leader, but not anyone can be a good one. Service throughout the community – I can help out in my community. Staying out of trouble – going to Teen Council is better than going out somewhere and doing unethical things.
- Staying out of trouble and helping others. Letting little kids look up to me. To teach other kids not to stay in trouble and not to be bad and how to help the community.
- Do unto others what you want done to you.
- To work with other people. Help out more for the community. Meet new people.
- To help my community. To not get in trouble. To be there when my friends need me.
- Respect the people's rights. Help out the community and others. Treat everybody the same whether they are a (wo)men or not.
- See my community as a different better view. Having friends there for me when I need them. I can rely on my friends, I can rely on Teen Council's decision in making the community a better place.
- Help you stay out of trouble. Camping is fun.
- To be a good role model. Respect other people. Help the community and people in need.
- Self respect. Learn to respect others. Teen Council will always be there for me.
- Not to be a bad boy. To help others to respect others as people respect you. Help the community.
- Respect. Team work. Friendship.

APPENDIX C: Teen Council Focus Group Questions

Teen Council Focus Group Questions

Program Perspective

1. Why did you join TC? (ice-breaker?)
2. What is Teen Council? (PROBES: What is the purpose of Teen Council (TC)? Why do you think it was created? What do you know about Teen Council?)
3. What do you like about TC? (PROBES: What about the volunteer projects? How do you feel about those? Examples? What about “after volunteer activities”? Examples?)
4. What do you dislike about TC?
5. What do you think about the Teen Council staff? (PROBES: How do you communicate with TC staff? How comfortable do you feel about communicating with staff?)
6. Has TC made a difference in your life? (PROBES: Since being in TC, how has your life changed? What’s one thing that you will always remember about TC?)
7. Do you like having the chance to talk about personal problems or about life after activities? How does this help or not help you?
8. If you could change anything about TC, what would it be?

**APPENDIX D: St. Paul Public Housing Site Managers Survey
Comments**

**St. Paul Public Housing
Site Managers Survey
Comments**

Please describe suggestions you have to help improve the effectiveness of ACOP work in the community.

- I believe that the ACOP program is running very smoothly. ACOP/Liaison officers are very accessible and easy to deal with. I may only suggest access before 2 PM.
- St. Paul Police Dept. beat officers for assigned areas should work closer with ACOP.
- My liaison is available when needed – information sharing I have experienced one time - I want to work on routine brief meetings to check in or get questions asked.
- When attending resident council meetings, give a few minutes report. Some do and it gets residents to know them better. When the attending officer says he has nothing to report he's losing an opportunity. Can at least give a safety tip.
- More meetings with parents on crime and discipline issues. Kids often know the officers names but to parents they are generally a uniform. I'd like to see more interaction with adults.
- I would like to continue the quarterly meetings. They help officers understand PHA policies and procedures and help PHA staff understand some police procedures.
- E-mail access to the ACOP office would be beneficial to PHA, but I believe that the ACOP team works very effectively in the community as well as serve the PHA to the best of their ability.
- More ACOP officers.
- No response.
- No problems.
- I think it would be effective if ACOP officers could do more drive-bys in the area during winter and/or walk grounds more frequently when it's warm.
- No response.
- No response.
- Supervisor stated PHA would receive copies of officer referrals to ACOP social workers. This management area has received none. We still do not know which residents are being served by ACOP social workers. Puts into question the value of their social workers to residents and so to PHA. This has been a problem since ACOP began.
- Better coordination between St. Paul police and ACOP. So. St. Paul police write more reports when they contact with residents. Very often – residents call regular SPP, and the police force does not advise us on how we need a report to be written so ACOP has to go back to SPP to get a report.
- Have regular scheduled meetings with liaison officer – seems to come and go.

- Continued sharing of housing regulations, requirements with ACOP – more prevention efforts that involve residents and ACOP officers – before an incident occurs.
- Not all officers take or have time for a pro-active stance (community policy) – one officer sets the high and proactive standard. It may be helpful to add another officer to the day (7-3) shift so more proactive and investigative work can be done when call.
- Would it be more effective if we had one or two officers assigned as investigators to follow-up on and coordinate our unauthorized tenants efforts.
- Would like to see more of liaison officer – would be good if they could review police reports for the area – and keep staff informed on reports being filed.

Please describe any positive differences you have noticed this year with the addition of the Hi-Rise or Community Liaison Officers.

- Many more residents are aware of the presence of the ACOP officers. They have acted as a deterrent in some instances. Also, because ACOP is available, residents know they can turn to someone who knows the building and residents.
- Information and access to law enforcement regulations are more attainable due to community ties with ACOP and site managers.
- My job is easier – less stress frustration in getting information that is helpful for lease compliancy – having ACOP in meetings regarding lease compliancy is helpful (with problem residents).
- A good commitment to the buildings and a knowledge of the building and residents by the officer.
- While I don't think I hear from our liaison officer as often as I should, when we have had a serious problem at (site) he has been very responsive and worked hard to help enforce laws to eliminate problems and to get us information we needed to evict. There was a concentrated effort that worked very well.
- The officers assigned to (site) are great. They inform staff of events that occur in the area and are open to assist with meetings, one on one, with residents. They have a good knowledge of what is expected of our residents and make attempts to help keep residents lease compliant.
- I believe that the residents have felt more safe with the addition of hi-rise officers. The additional involvement helps residents understand our (PHA's) commitment to having a safer community.
- They, ACOP, are always there to answer questions for residents.
- A liaison officer started door watch with an ACOP officers help – traffic has slowed considerably. (Site) has been relatively quiet recently – elderly only building may need help. The ACOP officer will be attending our meetings now in February. Great team!
- Quicker response time – more resident visibility.

- I've only been with PHA several months, but I think this would be beneficial for the residents as well as employees.
- No response.
- No response.
- Helps to clarify problems with difficult families.
- There's been more positive responses from residents and more reporting about possible trouble in the area, whether it be conflicts between residents or criminal/drug activity and feedback from residence about feeling more safe/secure because of visual presence of ACOP officers.
- Haven't noticed much difference – daytime officers stop by frequently. Don't handle Hi-rise.
- Faster response to problem situations that require on-going presence to make residents feel safe (if there is a rash of thefts from community room and no suspect – residents feel safe knowing ACOP walks through building several times a night). Managers don't have to verify the seriousness of a situation to get on-going assistance. More police information to staff – more incident reports.
- Do not deal with Hi-rises. Volume is low. Because of my hours (8-6:30) I rarely see the afternoon officers (3-??)
- Answer phone AQAP, feedback and response to the needs of housing manager.
- The addition of ACOP social workers with regular office hours at (site) has been a great addition to the effectiveness of the ACOP program.
- We do have a good working relationship with ACOP.

APPENDIX E: St. Paul Public Housing Family Survey, Sample of Resident Comments

**St. Paul Public Housing
Family Survey
Sample of Resident Comments**

10. Is there anything about life in this country that concerns or worries you a lot?

Mt. Airy	No language skills, no education, and the welfare system is changing that I can't control, and worry about my children's future.
McDonough	Yes, it is hard to live here. Families are not as close and it is hard to make money. In Laos you don't need money to be happy.
McDonough	Mostly just for the children – the teenagers – they have to organize themselves and adjust. The U.S. has too many different things for the children to do and worry about.
McDonough	Uneducated, worry about the government making us get a job.
McDonough	U.S. is suppose to be a free country, but I don't really feel free.
Dunedin	Now I think I have too many children – not enough money to support the family. It seems like everything becomes a problem: such as English, job, and financial – life in the US is hard.
Dunedin	Yes, I worry about not having a decent job, decent income, education, and not being able to help my children with their school work.
Dunedin	I worry a lot about raising my children under the American system, because we can't discipline our children the way we used to.
Roosevelt	Yes, life is too hard, especially here in St. Paul in the Public Housing I live in. I am the only Somali person I tried to transfer and it was denied. You have to take four buses to go to work and pick up my children.
McDonough	I want to go back to work and I have heard so many concerns about daycare.
Dunedin	I worry about my inability to speak English. I live with struggles as though there is no light at the end of the tunnel.
Roosevelt	Children – when they are still young, you can control them but when they're older, it's hard. They go to school and learn and they know more than you and don't obey you. They can become a bad person and do bad things; hang with the bad crowd and can't help them much and I can't speak or read.
Roosevelt	It's very hard to be in another country when you don't speak the language. Also, we cannot tell the kids to do as much here. We have less control over them. We cannot punish them the same ways here. In Laos the children don't leave the family when they get older like they do here.
Dunedin	This country (USA) I don't like it because the freedom is not really free. They (US) have too many laws. And they are too flexible with their laws. All the laws need to be more strict with the law breakers.

Roosevelt Yes I do have. For example, the problem is this country, it isn't our country. We live, we pay month-to-month, our kids. We older folks have a harder time adjusting to this country. We can't teach them as we could in our old country. It's hard for us to that. We can't yell or hit our kids. We have to adjust to this country's way of discipline: say nice things, speak to them, don't hit them, soothe them. We have to practice this and start over because this is a new concept for us.

Roosevelt This country what worries is they won't let you spank/hit your child. This is hard. Our cultures is when a child knocks off something we hit them so things aren't destroyed. We live in this house and we work - you could ask the police to come 2 times on Saturday and Sunday. Those are the days we worry the most.

McDonough I am not able to discipline my children by spanking. When people die, the doctor always cuts the dead body. Domestic abuse , the police always take husband to jail.

McDonough My children are grown-up and don't keep the Hmong culture anymore. We receive low-income from government, because of high expenses: rent, utilities, food and clothing.

McDonough I am concerned and sad that I am unable to read and write in English. In addition, I cannot drive. These are all problems for me.

16. What problems have you or other members had at the center?

Mt. Airy She hasn't had any problems but only Hmong can go there, they drive out the other kids. They use the gym space for soccer and the other kids don't ever get a chance to play basketball.

Mt. Airy When they were younger they had a policy that if the child left the center they would notify the parent. Now they have a form that parents have to sign that they weren't liable for the children and won't notify the parent if child leaves.

Mt. Airy Harassment – Black female (hooker) do certain thing inappropriate – this person is not next door resident.

19. If any children in your household are not currently attending any activities, why not?

Dunedin I don't do anything over here. I'm not interested. Kids go to daycare with my mother everyday. I'm not happy to be in public housing. I'm almost never here.

McDonough We are busy – we got church too Saturday and Sunday, we are busy. We also don't know these children and their parents and would rather they play with children we already know.

Dunedin I don't want my children to get involved in the community activities because there are people – children that I don't trust. Also, I don't want my children to go there because they may get influenced by gang members. I want to keep them home to make sure they are under my control.

Roosevelt Yes, my child is not attending now because the club (Scouts club) didn't really have a lot thing to teach kids – only teaching how to use gun and that's something I don't like so I don't allow him to go now.

Roosevelt They don't like to join. If they go to school they'll go but not services like these. Because they said there's bad people out there and they may end up joining/getting involved with them and they don't want to do that.

Roosevelt My one son doesn't feel safe going alone and his brother is too young to get a card.

Roosevelt I don't know about the programs/services you've mentioned. Because we just moved here and it's a little farther. I haven't registered them. I'm sick and haven't done that. These kids are still young and can't attend. The older ones can't go because they go to school. Not much else . . . My kids go for tutoring and when they would come home, the black people would hit them. I will see if they continue or not.

21. If your children have ever participated in these actives offered by (SITE), which activities have you or they thought were most useful?

Roosevelt It helped my son gain maturity, and it help my daughter get ready for kindergarten.

Roosevelt It's a good educational place for my son – opportunities for him to develop – physically, mentally and emotionally.

22. What problems or activities would you like to see started or increased in the community or recreation centers?

Dunedin The resident council meetings end up being one sided with the Orientals and we are left out. I think we should have separate meetings.

23. (Follow up to How satisfied are you with the effect youth program activities have on youth behaviors in your community?) 24. What makes you say that?

- McDonough As long as they get together they learn from each other's culture, they might quarrel but most of the time they're doing fine.
- Dunedin There are people available to teach my children new activities and are willing to be their role model in a successful way.
- Mt. Airy Because it (Boys and Girls Club) teaches the kids how to intermingle with other cultures and they play together and have no problems. That's good. The Boys and Girls Club helps outside the club too.
- Roosevelt After living in the areas I did, I can tell these kids have respect for adults and other kids as well.
- Dunedin I don't see much benefit to our community – I feel that these programs make our children get worse.
- McDonough This place has many gangsters which police encourage more of these activities. Police can stop this, but wouldn't put their efforts to do this . Police provoke teens to do more illegal things.
- McDonough It prevents youth from doing gang activities, provides fun environment; releases stress, and help youth to know that what they learned they can contribute back to the community.
- McDonough It is all Hmong – they have a Hmong calendar that we read. I feel discrimination.
- Mt. Airy Because there ACOP program have helped the child very extensively, prevent from joining gangs.
- Roosevelt Those that play may find good/bad influence. If they find bad influences they'll become bad people. A girl went and got involved with some bad people and ended in death. She died because she went with bad people.
- Mt. Airy Boys club made a big impact on my son's life. He's having fun.

26. What changes have you noticed?

- McDonough Good changes. They're not getting into as much trouble. Respecting their elders more.
- Mt. Airy PHA rules have changed for kids (especially 10-17). Public Housing officials rule family – taking over for parents – if you disagree with their rules you can get into trouble. Respondent mentioned a family she knew where the son got into trouble, and PHA made them move out of housing without doing anything to intervene.
- Mt. Airy The way our young dress – I can't say its bad because they claim that its in style.

39. In what ways could police service be improved in your neighborhood?

- McDonough Change the way they see people. Just because we're in public housing doesn't mean we're not as good as the next person.
- Dunedin I feel that police do not respond to an emergency situation – it took a long time for them to respond to a dangerous situation – such as crime scenes – the fastest way police respond is domestic abuse.
- Roosevelt Need more police, A couple of times we called the police because of problems with neighbors and they don't come for a couple hours.
- Roosevelt Be quicker. In the summer time a lot of people are outside drinking and getting rowdy. The police want to know who you are, where you live, etc. which has nothing to do with why you called. People know you called because they come to your house so then your neighbors won't talk to you. I called once because a guy was beating up his wife in the parking lot and they were gone by the time the police came.
- ? All policies must follow some of the Hmong request and don't assume a lot of things. Need to have more police, come right away. because when they come so late the family already in trouble and can't fix everything. In the summertime ACOP should watch really close 24 hours, constantly there has been many meetings, but not they haven't solved any problems.
- Roosevelt I think, for every 911 call concerning: theft, auto-theft, vandalizing cars . . . these calls demand to come now ASAP. Not later. These are important calls that needs immediate attention – delay in calls concerning gangs, the police are slow to respond – it takes 1 to 1 ½ hours before they arrive. Calls shouldn't be subjective. Treat every call as important and come immediate. I don't know anything else. I believe this is it.
- McDonough When we call the cops we know that there is danger but the cops take too long to get to the problem. They take 30 minutes or more to get to the problem, this time gap is way too long. During this 30 minutes someone could already be killed or hurt. They need to get to the problem sooner.
- Roosevelt They can stop having attitudes. Hear the victims first before they make up their minds. More investigations. When they're kicking down doors be more careful with their guns. They need more respect for people. They are really rude and snotty.
- Roosevelt During the summer time we see more African Americans outside and they turn the music so loud. We would like the police to stop what they're doing.
- Roosevelt What's best is when you call them about bad people who are coming to fight your kids, they break the outside of my house, they don't come as quick, they need to be here quicker and promptly. You have to tell them – We who can't speak the language can't do much. They don't help people like us. They only help people who know the language. This isn't good.

- McDonough I like the cops to be fair and not discriminate against race or ethnicity. I parked in a no parking zone and I received a ticket, but I noticed another driver who is not Hmong did not receive a ticket who also parked in the same parking zone as I had.
- McDonough Need more training about Hmong culture and understand more Hmong people and how to deal with Hmong. If dispute among Hmong families please investigate first before arresting anyone.
- McDonough Vandalism report to police – they came slow but when concern of domestic abuse police came quick. Need to improve on area to respond to vandalism quicker.

40. What solutions would you like to see in (SITE) to further get rid of illegal drug use and sales?

- McDonough Crack Down and give warnings to tenants – the 3 strikes you are out thing.
- Mt. Airy When they interview people get more information about the people. They should ask more questions. Information about crime. The neighbors kids were on probation for a long time, but they let them live here. Sometimes the husband has a crime record and they let them through here, and that's not good. Arrest more people when husbands and wives have fights. More reports to the police for this case.
- McDonough Increase patrols, create more activities for kids to do things with their minds. Parents should spend more time with their kids.
- McDonough Don't know. Those things are difficult; even the Americans can't fix them/prevent it. How can I help or do anything? I don't even know how to read or write.
- Dunedin The police should contact residents more often. When we see any illegal activities going on we don't want to report because sometimes the police accuse the reporter as being part of it or involved in the incident.

41. What solutions would you like to see in (SITE) to further get rid of illegal drug use and sales?

- Mt. Airy The parents should talk their children to not go out at night and sit around for nothing.
- Mt. Airy Arrests and investigations for the fathers. Making investigation about why the kids are having problems. Sometimes the fathers know about the drugs and alcohol, but they don't say anything. They should report this to the police.
- Dunedin Get them back in school. Figure out where they were hanging out and go find them. Give them something to do.

Dunedin Remove families who have children that are involved in gang activities.

Dunedin Not a easy problem to deal with – police should be more strict for those kids who walk as a group outside – I don’t like it when police play with those kids outside. That is encouraging more kids to walk on the street.

Mt. Airy I think if you see a gang member you should just kill them. Then the other ones will be scared.

Dunedin Police. Also, maybe cameras would be good. Every time a kid gets into trouble they should pay an extra \$20 for rent, the parents should. I think this would make the families get more active with their kids.

McDonough Find out what kids are good at and make something of their skills.

McDonough Policemen need to set good role model for Asian children/youth by their actions and words. Most of the times, policemen used negative reinforcement and words to Hmong youth. They used words like “You go back to your own Country. You create problem in our Country.” And automatic labeling Asian youth as gangsters when police see two to three or more youths in the car. Policemen usually pull the car over and question the youth as though they have stolen the car and committed crimes. Another concern is when police see Asian (Hmong) men drive American made car, the police assume they stole the car. Just because they drive American made cars. It’s obvious this is signs of prejudices from the police force toward Hmong people.

Dunedin I don’t see that the police is helping us to get rid of any of the gang activities around here – also they do not respond to emergency situations immediately such as shootings, it takes police more than 25-30 minutes to arrive at the scene.

McDonough I believe gang activities will never be able to disappear here McDonough. Even the parents cannot tell their kids to behave.

Mt. Airy Should capture all the kids that join gangs to some place far away, so they don’t see parents.

42. Do you have any other comments or suggestions about what could be done to improve your neighborhood?

- McDonough Get kids involved in other activities – all kids – teenagers in general – not just Hmong kids.
- McDonough No. I went to a resident's council meeting once and it was done in Hmong, that seems prejudiced to me.
- Dunedin We need more funds to help our children in school instead of creating more activities for our children – that causes more problems for our children.
- McDonough Parking lot problem, because people always break cars during the night. Solution = PHA needs to build parking lot in front of residents' house so they can see directly from window. It's difficult for our relatives to come and help us with transportation. We have no other means to get us food and other emergency matter because our relatives can no longer come to park on the McDonough parking lot. They will get a ticket so they are afraid to come and help us.
- Dunedin Police, cameras, an office open 24 hours or something. Something immediate. I mean ACOP is good, but they take 20 minutes sometimes. We need a stationary cop.
- McDonough Have more community activities. Have section cook outs – have a crime watch program. Have a program where kids feel like they can go somewhere, to a neighbor's house if they're in trouble or their parents are fighting.
- Mt. Airy The managers aren't on their job. They help certain people and others they don't listen to. They need to start doing something about the rats, it's dangerous for children. Staff are Hmong. Since Hmong moved in, things are happening for them. That's good but everyone should have things happening for them.
- McDonough This country gives too much freedom and many people make wrong decisions.
- McDonough It's hard for elders to report what kind of cars they have to the Public Housing Office. They don't know how to read and write the car name etc.
- McDonough Community meeting to inform families to take responsibility for their own safety and other concerns. Need to have more Hmong workers working at the Public Housing Office to help fill out any forms and read mail letters. This is must, especially for Hmong family who can't speak, read or write English. Few Hmong workers work at PH office said they can't help with this concern. Their job duty is not help read Hmong residents' mail letters and any other concerns residents have. Want more Hmong teachers to teach Hmong residents.
- Mt. Airy In this community, a lot of Vietnamese people who needed interpreters to help them have communication with the others and translate notices from the community.

Roosevelt No, nothing I can think of. Make it more fair for all. Nice for everyone to go to events open to all people. Not just Hmong or Blacks. People throw beer bottles in parking lot some 2 or 3 years old can get their feet cut – these are the adults doing this. We try to help. We help a lot of people cut their grass and try to help them pick up the trash in their yards. It’s a constant battle. When we first moved here because we were white people, they thought we were cops and none of the neighbors would talk to us because they were all minority populations. Now it’s okay but it took a long time.

Roosevelt Please have workshop on multi-cultural training especially for African American families. They are so cruel to Hmong families.

Dunedin I want PHA to be strict and I want them to investigate a police allegation. They need to investigate and look at all options before ridding a neighbor because it might be false report from the police.

Mt. Airy Like to move the playground out, put parking lot too risk to walk in dark, carry heavy stuff by the time finish carrying stuff almost get ticket.

Roosevelt Long distance for parking. The managers are very strict (like treat us like animals.) The manager doesn’t treat us like we pay money for the rent, we like them to respect us too. Remodel the buildings.

Roosevelt I want, not from me but from the owner that they’ve helped a lot to make this place safe and livable. Around here, the neighbors help to look after your place while you’re gone so there isn’t any.

McDonough I like PHA to arrange neighbors according to their ethnicity because two different cultures or ethnicities conflict with one another if they are living next door to one another.

McDonough PHA have recently charged me a fine for recycled papers, which I left the papers at the usual place where recycle people come to pick up. Where else can the resident put recycle papers at? Still charge him for putting in the usual place. Need to improve communication between residents/PHA. and clearly state where to put recycle papers and whether it’s a fine for every resident to pay the recycle papers. A lot of time older Hmong people don’t know the PHA regulations what is expected of them. Please have meeting to inform elders of concerns matter from PHA.

McDonough In the summer Hmong and African children play at the playground – the African children hit Hmong children. Hmong parents went and told the African children to stop hitting – later on African children came and threw rocks at Hmong’s window or do other bad things to destroy the property that belongs to Hmong family.

- McDonough Need to have a nicer neighborhood – especially stop litter/trash around the neighborhood. My children have registered for an ACOP program but nobody contacts us for this program. We need follow-up from the program coordinator and why nobody contacts us about it. Need quick response whether my children are in the program or not. People who deliver newspapers must put the newspaper right in front of house and residents must take responsibility of taking their own newspapers from the street. Residents didn't help take their own newspaper, it was spread all over the neighborhood. My refrigerator is very old; rusty inside the refrigerator and reported to PHA-Maintenance but no replacement of new refrigerator. I am afraid that rust would cause illness to my children.
- McDonough Neighbor to neighbor need to settle dispute as adults should not argue with each other like kids. More training for families of a variety of different backgrounds and better understanding of each other's cultures.
- McDonough There was an incident which a van rolled down from the hill and hit my living room area and damaged my sofa and drawer. The landlord refused to pay the property damages, he said to get my property fixed and will pay the cost of the fixing. I don't know which place is fixing the furniture and drawers. Besides the damaged properties were heavy to carry out, because my husband and I are too old. I want the landlord to pay for damaged property, which he still refuses to pay.